

Telewound Care Network Intervention (Telehealth) Group: Process Guide for Point of Care Providers

This guide is to help you understand the process flow for Referral, Enrollment, Treatment, and Completion in the Telewound Care Network (TCN). It is broken down into the steps of the process for you. We want to make your participation in this project as simple and easy as possible. We appreciate your help!

REFERRAL:

1. Identify if a patient is appropriate for referral to the TCN and discuss with the patient.
Patients included in the study have full or partial thickness wounds that haven't healed for at least 20 days, and have been referred by their primary care provider for specialized wound care services to IWC. Patients will be ineligible if they have one or more of the following: 1) wound requiring surgical treatment (tissue around wound does not have adequate innervation or blood supply to heal), 2) patient will not get follow up care by a healthcare professional or trained caregiver, 3) no electrical or phone outlet is available for home telemedicine unit, or 4) severe expressive or receptive communication impairment. Patients with either Type 1 or Type 2 diabetes if applicable will be eligible to participate.
2. Obtain an order from the patient's practitioner for: "Telewound Care Network consults, evaluation and treatment.
3. Obtain signed **Patient Informed Consent** (white multi-page form) from the patient.
4. Fax Cynthia Scheideman-Miller the following forms to (405) 713-4992
 - a. Telewound Care Study Fax cover sheet with completed patient information
 - b. Signed **Patient Informed Consent** (white multi-page form)
 - c. Completed **Patient Enrollment Form** (blue form)
 - e. Physician Order Form (green)
5. Cynthia Scheideman-Miller will:
 - a. Assign a patient identification number for purposes of the study and assign provider access
 - b. Contact interviewer for your area to notify them of the need for an encounter.
 - c. Contact consultant for your area to notify them of a new referral
 - d. Contact photographer for your area to notify them of a new referral.
 - e. Fax Enrollment Form to Consultant
 - f. Issue you an access code to the web-based data program for your patients
6. Your area consultant will contact you to set up the first consult appointment.

ENROLLMENT:

1. Cynthia Scheideman-Miller will establish patient identity in the TCN system.
2. Your area interviewer will conduct the initial interview within the first week of care. This will be repeated at week 24 and at completion of the care.
3. Your area photographer will take the initial photo and complete the **Wound Photograph Interview** (buff form) in the first week, preferably prior to the first consult. The photographer will mail or deliver the memory disk to the Cynthia weekly for upload to the web system. Additional photos will be taken at specific intervals. When the photo is on-line, the consultant will contact Kenna Wilson / Dr. Meites (405) 949-3342 and let them know a wound is ready for staging. (Rhonda at (405) 949-3345 is backup contact.)
4. Dr. H Meites of the Burn and Wound Center in Oklahoma City will perform an initial staging verification via photo evaluation of each wound.

5. Your area consultant will perform the initial consult and schedule further consults with you.

ONGOING EVALUATION AND TREATMENT:

1. Your area consultant will perform regular consults. Documentation of these consults will be sent to you as mentioned above.
2. Your area photographer will take a digital photo and complete the Wound Photograph Interview according to the Data Collection Timeline. The photographer is responsible for weekly submission of the memory disks to the consultant for upload to the web site.
3. If the patient has diabetes, the consultant and the patient's PCP as well as you will have access to the disease management data (BG, BP, WT, Pulse) accumulated on the web site.
4. The patient's wound (and diabetes care) will be established and maintained according to the TCN protocols.

Patient blood sugar is ≥ 140 at two hours post meal or ≥ 126 fasting.

1. CWCN sends patient information to Cynthia Scheideman-Miller at (405) 713-4992
2. Cynthia will give information to ediba CDE and then CDE will contact the patient..
3. ediba CDE drafts plan of care based on protocol. Plan is reviewed and signed off by Dr. Muchmore. Plan is then sent to you, the PCP, and the CWCN including their contact information.
4. PCP writes order for point of care nurse to implement the protocol. (If PCP prefers, he can order a consult with Dr. Muchmore to implement & oversee the protocol.)
5. CWCN refers patient with diagnosis of diabetes to ADA recognized diabetes education program(s) if the patient has not attended in the past two years.
6. You contact ediba CDE with any questions and reports.
7. ediba CDE gives information to Cynthia to input into database.

COMPLETION:

1. The patient will be discharged from TCN when:
 - a. The wound(s) is (are) determined to be healed, or
 - b. The patient locates out of the TCN participating county, or
 - c. The patient expires
2. Your area interviewer will conduct a final interview within one week of completion and at two months after closure.
3. Once the patient is discharged, mail all forms for patient to Cynthia Scheideman-Miller at 3366 NW Expressway, Suite 520, Oklahoma City, Oklahoma 73112

NAMES/ NUMBERS

Program Manager Cynthia Scheideman-Miller (405) 713-4991 fax: (405) 713-4992

Your area interviewer is: _____ phone: _____

Your facility/agency photographer is: _____ phone: _____

Your area Consultant is: _____ phone: _____